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| Setsiri Settaphakorn, PMP | | |
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| Home: +66 (2) 861-0803-5, Mobile: +66 (81)901-7194 | | |
| setsiri@gmail.com | | |
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| Executive Summary | | |
| * A Certified Project Management Professional (PMP) from Project Management Institution (PMI) which is the Global Project Management Standard. * A Certified Scrum Product Owner from Scrum Alliance, the Global Agile Methodology Standard. * A Business Agile Coach helps transform old style business working process into new integrated business and development process called Agile. * A successful and talented Senior Project Manager with intensive IT (software and network) and Business (Banking products) project management experience. * Proven Leadership skill in managing, developing, and motivating staffs to achieve their objectives. * Good experience in managing high profile projects involving many development sites from different time zones. * Ability to manage cross functional team of network, hardware, and software developers and testers as well as business and product management spaces. * Superior ability to conceptualize network design, architectural technology, and software functionality and constraints and communicate to both technical and non-technical people. * Ability to build up rapport easily with clients and all levels of management. * First-class communication, analytical, and problem solving skills and ability to lead and manage effective team. | | |
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| Education | | |
| 1997–1999 | Utah State University  Master degree of Science in Information System and Education. | Utah, USA |
| 1991–1994 | Thammasat University  Bachelor’s degree in Business Administration  Major in Marketing | Bangkok, TH |
| 1979–1991 | St. Joseph Convent School  Certificate in Science and Mathematic | Bangkok, TH |
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| Skills | | |
| **Computer** | SQL, HTML, JavaScript, VBScript, MS Visual Basic 6.0, Win XP/2000/2003 server, Cold Fusion, Macromedia Dreamweaver, TeamSite (Content Management System), MS Project 2003, MS Visio 2003, MS Office 2003. | |
| **Language** | Excellent English in reading, writing, listening, and speaking. | |
| Professional Experience | | |
| **BridgeAsia.**  Bangkok, TH | | Jan 2015-Present |
| **TrueID Team - Ascend**  **Product Owner / Program Manager / Agile Coach / Consultant** | | Jan 2015 - Present |
| **Achievement**   * Ability to coach Business owner, Product owner, and Project managers in order to successfully solving their problems and managing their people. * Ability to solve a conflict between Business owner and development team, and help lead development team through improvement. * Well manage multiple internal and external projects for TrueID product in which Agile methodology is adopted. * Excellent in communication and managing complex issues with other products. | | |
| **Responsibility**   * Initiate and maintain roadmap as agreed by all stakeholders, project sponsors, and related parties. * Function as a primary point of contact, Product Owner, and Scrum Master for software development. * Create, review, and maintain Product Backlogs and delegate stories in each sprint for development. * Manage overall execution of projects and monitoring progress using Agile methodology. * Respond to feedbacks raised in Sprint Retrospective with proper actions and ensure they are tracked and updated. * Coordinate among stakeholders, project sponsors, senior managements, and development teams to gain necessary collaboration and even negotiate when necessary. * Be a main point of contact regarding project related. * Ensure that the appropriate Agile processes are carried out throughout the Sprint/project and help introduce additional Agile processes as necessary to help team transform into Agile. * Facilitate communications, processes, and co-ordinations within and between groups. | | |
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| **Central FamilyMart - Central Food Retail (FMCG).**  Bangkok, TH | | Jun 2014-Jan 2015 |
| **Business Transformation team**  **General Manager / Senior Project Manager** | | Jun 2014-Jan 2015 |
| **Achievement**   * Well manage multiple projects for Central FamilyMart such as CenPay and internal Call Center, as well as Oracle Retail which is a high profile projects (270 Million Baht). * Successfully carry out the vendor selection process and manage selected vendor. * Become a point of contact for IT and Business projects Central FamilyMart. * Excellent in managing and communicating cross business unit functions and projects. | | |
| **Responsibility**   * Initiate and maintain requirements for each project as agreed by all stakeholders, project sponsors, and related parties. * Function as a primary project manager for IT and Business projects for Central FamilyMart. * Review and maintain project plan and status in each project and across projects, especially ones involving with vendors. * Manage overall execution of projects by monitoring progress relative to plans (requirements, timelines, and budgets) and taking corrective action as needed; prepare status reports for management. * Coordinate among stakeholders, project sponsors, senior managements, and development teams to gain necessary collaboration and even negotiate when necessary. * Be a main point of contact regarding project related. * Manage vendors, carry out vendor selection process, and interface with vendor for both network and software projects. * Facilitate communications, processes, and co-ordinations within and between groups. | | |
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| **Thomson Reuters Software Thailand Ltd.** Bangkok, TH | | Oct 2003-Present |
| **Financial and Risk Business Unit - Dealing 3000 Client Site Team**  **Product Delivery Manager / Senior Project Manager** | | Jun 2004 - Present |
| **Achievement**   * Well manage in-house developed treasury product called Dealing 3000 which is a worldwide product generating 2/3 of the company Revenue or approximately USD 160+ billion per annum. * Ability to manage teams of 60+ developers and testers and well handle multiple software development and network configuration projects. * Excellent in communication and work with cross-country development and remote teams. * Lead teams from working under conflicts through achievement. | | |
| **Responsibility**   * Initiate and maintain roadmap as agreed by all stakeholders, project sponsors, and related parties. * Function as a primary manager for software development and network configuration projects * Review and maintain project plan and status in each project and across projects with technical staffs, architects, product managers, program manager, and sometimes senior management. * Manage overall execution of projects by monitoring progress relative to plans (requirements, timelines, and budgets) and taking corrective action as needed; prepare status reports for management. * Manage a team of people through resource retention, development, career management and team building. * Coordinates team efforts in business analysis, requirements gathering and documentation, scenario building and cost estimation, project planning, issue, change management, and status reporting. * Create, maintain, tracking, and control budget which is reviewed and approved from time to time by senior management. * Coordinate among stakeholders, project sponsors, senior managements, and development teams to gain necessary collaboration and even negotiate when necessary. * Be a main point of contact regarding project related. * Interface with vendors for hardware and software required. * Ensure that the agreed and appropriate amounts of project processes are carried out throughout the project, especially change control process. * Facilitate communications, processes, and co-ordinations within and between groups. | | |
| **WebView Team**  **Product Delivery Manager / Senior Project Manager** | | Dec 2003-Jun2004 |
| **Achievement**   * Enhance good working relationship with cross-country and cross-functional teams. * Well manage teams of 10 developers, testers, and support engineers. * Well handle internal conflicts among internal teams. | | |
| **Responsibility**   * Manage projects for equity product called Webview which is in-house developed from Bangkok development sites. * Fulfill business requirements and drive business forward. * Review and maintain project plan and tracking milestones in each project and across projects. * Review and track risks/issues and alert all stakeholders, project sponsors, and related parties promptly. * Discuss any mitigation and contingency for all possible risks and issues with all related parties and stakeholders. * Coordinates team efforts in business analysis, requirements gathering and documentation, scenario building and cost estimation, project planning, issue, change management, and status reporting. * Act as the buffer between stakeholders/project sponsors/related parties and development team. (Negotiate when necessary) * Be a primary point of contact on all project related statuses, issues, support issues, etc. * Ensure that the project requirements are agreed, published, and maintained. * Responsible for the change control taken place as required. * Facilitate communications, processes, and co-ordinations within groups. * Recommend and communicate any possible solution to any severe support issues, especially severity 1 and 2. | | |
| **RTS-AD (Reuters Trading System – Automated Dealing) Team**  **Product Delivery Manager / Senior Project Manager** | | Oct 2003 – Jun 2004 |
| **Responsibility**   * Manage bug fix and maintenance projects called RTS-AD (Reuters – Automated Dealing) for treasury products which is in-house developed from Bangkok development site. * Facilitate and communicate project plans, risks, issues, statuses, and milestones to all related parties. * Discuss the mitigation and contingency for all possible risks and issues with all related parties and stakeholders. * Collaborate and negotiate with senior managements, stakeholders, project sponsors, development teams and related parties. * Be a primary point of contact on all project related statuses, issues, support issues, etc. * Ensure that the project requirements are agreed, published, and maintained. * Ensure that the agreed and appropriate amounts of project processes are carried out throughout the project, especially change control process. * Recommend and communicate any possible solution to any severe support issues, especially severity 1 and 2. | | |
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| **HongKong and Shanghai Banking Corp.** Bangkok, TH | | Feb 2001- Aug 2003 |
| **Project Leader/Co-ordinator** | | Jun 2002-Aug 2003 |
| **Achievement**   * Co-ordinate with the oversea implementation team to successfully launch Personal Internet Banking and website for HSBC for the first time. * Co-ordinate and manage a contractor for producing web components and contents. | | |
| **Responsibility**   * Co-ordinate with other related department to gather requirements and successfully implement Personal Internet Banking (PIB) system. * Collaborate with oversea implementation team to successfully implement PIB. * Co-ordinate with Project manager to acquire project plan and raise problems and issues. * Co-ordinate with advertising agency to promote PIB for internal and external clients. * Provide and troubleshoot workaround for PIB * Train PIB users. | | |
| **Technical / Business Implementation Supervisor** | | Feb 2001–Jun 2002 |
| * Implement and support Cash Management systems. * Provide technical consultancy for all major bank clients regarding Cash Management system. * Train and provide step-by-step training materials for all major bank clients regarding Cash Management system. * Negotiate and discuss with outsource application development companies. * Negotiate with outsource cheque distributor for Cash Management system. | | |
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| **MEGATECH Inc.**  Utah, USA  http://www.megatechinc.com | | Feb 1999–Jul 2001 |
| Project Leader | |  |
| **Achievement**   * Successfully Implement commercial of the shelf product called DocsOpen with Microsoft SQL Server 7.0 for Defense Logistic Agency (DLA) within deadline. * Successfully implement 2 out of 3 phase project for DLA. * Well handle senior staff issue | | |
| **Responsibility**   * Create and maintain company's website. * Maintain and modify Secretary of defense's website, Department of Defense, USA. * Lead the team of 1 staff and manage Knowledge Management Project for Defense Logistics Agency (DLA), Department of Defense, USA. * Interface with clients at DLA for requirement gathering, problems, issues, and supports required. * Implement and support Knowledge Management Project for DLA. * Provide technical consultancy for Knowledge Management System interfacing with MS SQL Server 7.0 | | |
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| Training | | |
| * Managing Project from Project management Institution * Risk Management from Project management Institution * Leading remote and virtual teams * Dealing 3000 Forwards Matching for Customer Support/Sales * Dealing 3000 Spot Matching for Customer Support & Sales * Dealing 3000 Direct for Customer Support & Sales Specialists | | |